



Why Change Partners?

In today's business world, well managed change is more important than it has ever been. Taking into account the current economic outlook, it is likely that you will want to make specific and targeted changes and improvements that actually deliver benefits efficiently and rapidly. Change Partners will help you to achieve this.

Managing change is often identified as the biggest challenge that organisations face. Unfortunately about seven out of ten change programmes fail to achieve most of their goals.

Why is this? In our experience, because we run our day-to-day businesses well, we believe that we can take major change in our stride. However, successfully implementing change is complex and demands specific focus and expertise.

- We will work with you to develop meaningful and effective business strategies that can be implemented within your organisation;
- We will help you to translate your strategy into an implementation plan that encompasses all aspects of change;
- We will help you to harness the energy and commitment of your people;
- We will ensure that the outcomes from change are measured and the benefits realised;
- We will make sure that you develop the skills within your organisation to manage ongoing change;
- We will provide you with a wide range of powerful methods and tools to support you in becoming more effective at managing change;
- We will help you to become a more inspirational and effective change leader.

Who are Change Partners?

Change Partners are a consultancy that specialises in working with organisations to plan and implement meaningful and sustainable change that delivers measurable business outcomes.

Our vision is to support the growth and development of organisations through well managed change.

Our consultants have developed excellent reputations with the companies that we have worked with across the private, public and voluntary sectors. We typically work at the executive level in organisations, supporting them through the planning and delivery of significant change programmes.

Change Partners provides a wide range of services that can support you at every stage of your change programme.

Whether you need to agree a vision and a strategy, develop a plan for implementation, implement business change or develop your change leaders, we can help design and implement a solution that will work for you.



Our Values

We believe that our values help us to stand out from the crowd. They are focused on delivering value and impact to our customers.

Adaptable: Each and every change implementation is different and depends, amongst other things, on your business, maturity and people. Although we do have proven tools, we will always seek to adapt these to your specific needs.

Supportive: Although we aim to bring momentum and a sense of urgency, we won't force a pace that you're uncomfortable with.

Friendly: Developing relationships and retaining a sense of enjoyment is at the core of our values. Change does not have to be painful. Our aim is to make change fun and engaging for people across your organisation.

Engaging: To have the greatest impact we want to get people fully involved in both identifying and implementing change. This includes those impacted directly by any change as well as business sponsors and stakeholders.

Broad Perspective: We will always consider all factors involved in any implementation or strategy development to ensure that our work is always 'fit for purpose'.

Expedient: We will always look for the most effective solutions bringing in our experience and building on what has already been done by you.

Economic: Our prices compare very favourably with our competitors. We will also identify benefits and will ensure that changes are measured and offer you value for money.

Dependable: We will always be there for you, whether we are doing paid work or not.

Integrity: Our consultants all have high standards of professionalism and integrity which are integral to our values.

Different but accessible: Whilst we pride ourselves in being up-to-date with latest thinking, we will always make our approaches simple avoiding unnecessary jargon or theory.

Our Approach

At Change Partners we provide a fresh and different approach to managing change. The most important things for us are, that you are successful in achieving your business outcomes and develop your capability to manage ongoing change.

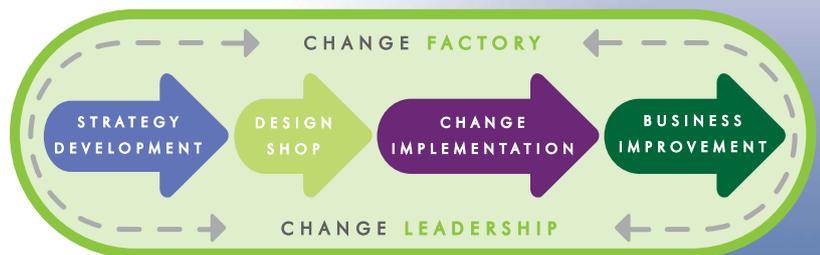
We know that you'll enjoy working with us. Whilst we bring a sense of urgency and momentum we always attempt to maintain a relaxed and collaborative approach. Coupled with this, our tools and methods will give you a greater sense of control and predictability.

All the organisations that we have worked with have found that we work to meet the commitments that we make:

- We always work to agreed and clearly defined outcomes and will review these periodically when working with you;
- We will adapt our approach to your needs. All change programmes are different from one another and we will avoid prescriptive approaches although we bring a wealth of practical and proven tools and techniques;
- We offer free mentoring and lifetime support to all sponsors, even after our contract has ended;
- We will only make recommendations that are in your interests, not ours, even if we don't benefit from ongoing work.

Our Services

Change Partners has a wide range of products and services that can be adapted to suit your business needs.



STRATEGY DEVELOPMENT

Successful longer term business change programmes are often underpinned by clear business strategies that provide the vision and direction that engages people and starts to shape its implementation.

We can help you to develop a persuasive, pragmatic and achievable business strategy that:

- Has clear vision and supports the goals and direction of your organisation;
- Provides clear outcomes, benefits, value and efficiencies to your organisation;
- Is relevant to solving the particular challenges and issues that you face;
- Is achievable, realistic and pragmatic;
- Considers the external factors that you need to take into account, including technology, business trends and your competition;
- Takes into account the likely impact of implementing your strategy on your organisation and your people;
- Sets the tone, creating the energy and commitment for the implementation of your business strategy;
- Is well communicated to your people and senior sponsors.

DESIGN SHOP

Once you have a clear business strategy that your organisation and employees support, you will want to set up the implementation to succeed.

Many business strategies fall down in their implementation, with the desire to deliver quick results leading to rushed planning and erratic delivery. Our 'Design Shop' service will support you in developing an approach for realising your changes that:

- Phases the delivery of your strategy into bite-sized chunks that give you the benefit of being able to learn quickly and make improvements;
- Provides a Transformation Map that plots your business outcomes over an achievable timescale;
- Creates momentum and a sense of urgency;
- Progressively delivers high impact improvements to your business that support your desired business outcomes;
- Has clear outcomes and benefits that will be realised;
- Provides clear, defined and measurable deliverables that clarifies what your stake holders can expect to see and when;
- Considers the maturity, resources and capability of your organisation and your people to deliver the plan;
- Is understandable and translates to a wide audience;
- Plans for communication and engagement with your stakeholders and the people who are impacted by change.

CHANGE IMPLEMENTATION

You have a business strategy and plan, the organisation is anticipating change and your sponsors have high expectations. Now comes the trickiest part...delivering and embedding the improvements that you want to make to your business.

Our 'Change Implementation' service will help you deliver improvements expediently and economically, whilst also making sure that progress, benefits and outcomes are tracked and measured.

What we can offer is:

- A partner who will work hand in hand with you and your change team and sponsors to deliver change together;
- An approach to change that is tailored to your situation;
- Your immediate change needs and outcomes planned and delivered at your pace;
- Those outcomes that bring you the greatest impact prioritised;
- Changes to culture, people and process planned and managed;
- Resources, teams and governance established to deliver and manage your change;
- Change and improvement that is realised and embedded within your organisation;
- Improvements that are actually measured and where value can be demonstrated.

If you also want to develop your change capability and have full access to our suite of online tools, then the 'Change Factory' may also be relevant for you.

CANCER RESEARCH UK



"What was most remarkable is how the consultants got under the skin of our culture to achieve maximum impact. They were able to produce a whole array of tools that seemed suitable for every occasion"

Louis Bradshaw, Head of Strategy & Innovation,
Cancer Research UK

Bulmers[®]

"People leave feeling a new sense of direction and energy but also with practical techniques that they can implement day-in, day-out. Thus the benefits last - whereas the effects of so many training interventions are sadly short-lived"

Rob Garner, HR Director,
HP Bulmer Ltd

How do I find out more?

To arrange a meeting, please call us on: **01789 740020** or email admin@changepartners.org.uk or for more information visit our website: www.changepartners.org.uk

BUSINESS IMPROVEMENT

There are situations where it makes sense to introduce changes in an incremental way that improves your business and allows you to be more effective at what you already do.

We can support you in implementing tactical changes to improve the performance of your business, ensuring that improvements can be sustained and continue to align with the direction of your organisation.

Our 'Business Improvement' service will help you to ensure that:

- You focus on changes that will have the most impact on improving your performance;
- The impact and benefits of change are measured and demonstrable;
- Incremental change is embedded within your organisation;
- A methodology of continuous improvement is introduced to your organisation;
- Ongoing change is aligned to your wider business goals and objectives;
- Your implementation plan is focussed on business outcomes and deliverables;
- The impact on your organisation and people of incremental change is fully considered;
- People impacted by change and improvements are fully engaged.





We believe that a new approach is needed for managing change; one that combines the disciplines of project management with the richness of change management theory and best practice.

Our rigorous approach to change implementation coupled with our development of your change leadership capability and online tools make this different from standard change consultancy approaches.

The 'Change Factory' introduces a complete process that supports you throughout the lifecycle of your change programme, giving you the capability, tools and confidence to become progressively better at managing ongoing change.

The 'Change Factory' gives you:

- A proven approach to change that has delivered successful change implementations;
- An integrated methodology for managing change that can be tailored to your situation;
- Training in the use of our methods and in how to get the most from your own 'Change Factory';
- Access to a wide range of online tools, templates and checklists that give you predictability and control;
- The capability and tools within your organisation to lead change on an ongoing basis;
- Support and tools to manage your stakeholders and people throughout your change programme;
- Well managed communication, engagement and cultural change;
- Clear reporting and tracking tools that allow you to measure your successes, manage your stakeholders and remain in control.



How do I find out more?

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CHANGE LEADERSHIP

As a leader, your role in making a success of the changes that you plan to make is essential. Selling your vision, influencing, motivating, engaging and inspiring people at all levels in your organisation are just a few of the key components of your role as agent and leader of change.

Our leadership programme takes specific leadership skills, explores the principles involved and how they can be applied to a range of change leadership situations.

Our 'Change Leadership' service will enable you to:

- Gain a deeper awareness and understanding of key leadership skills;
- Build on what you already know to allow your leadership skills to develop naturally;
- Develop the capability and the confidence to become an effective leader of change;
- Apply these skills to situations that leaders often find themselves;
- Lead your organisation with greater effect.

CANCER RESEARCH UK



"Change Partners helped us to identify our desired outcomes and remain focused, to hold our nerve when things looked impossible, and to adapt our approach when the goalposts moved, in order to reach our targets".

Jane Swindle, Strategy & Change Leader, Cancer Research UK

centro
transforming public transport



"This programme has made a real difference to how we operate and we couldn't have done it without Meta's support, commitment, energy & enthusiasm"

Trevor Robinson, ex-Director General, Centro